August 2020

DATA QUADRANT REPORT

Application Lifecycle Management

484
Reviews

11
Vendors Evaluated

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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Application Lifecycle Management market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

Software Directory

APPLICATION LIFECYCLE MANAGEMENT SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.



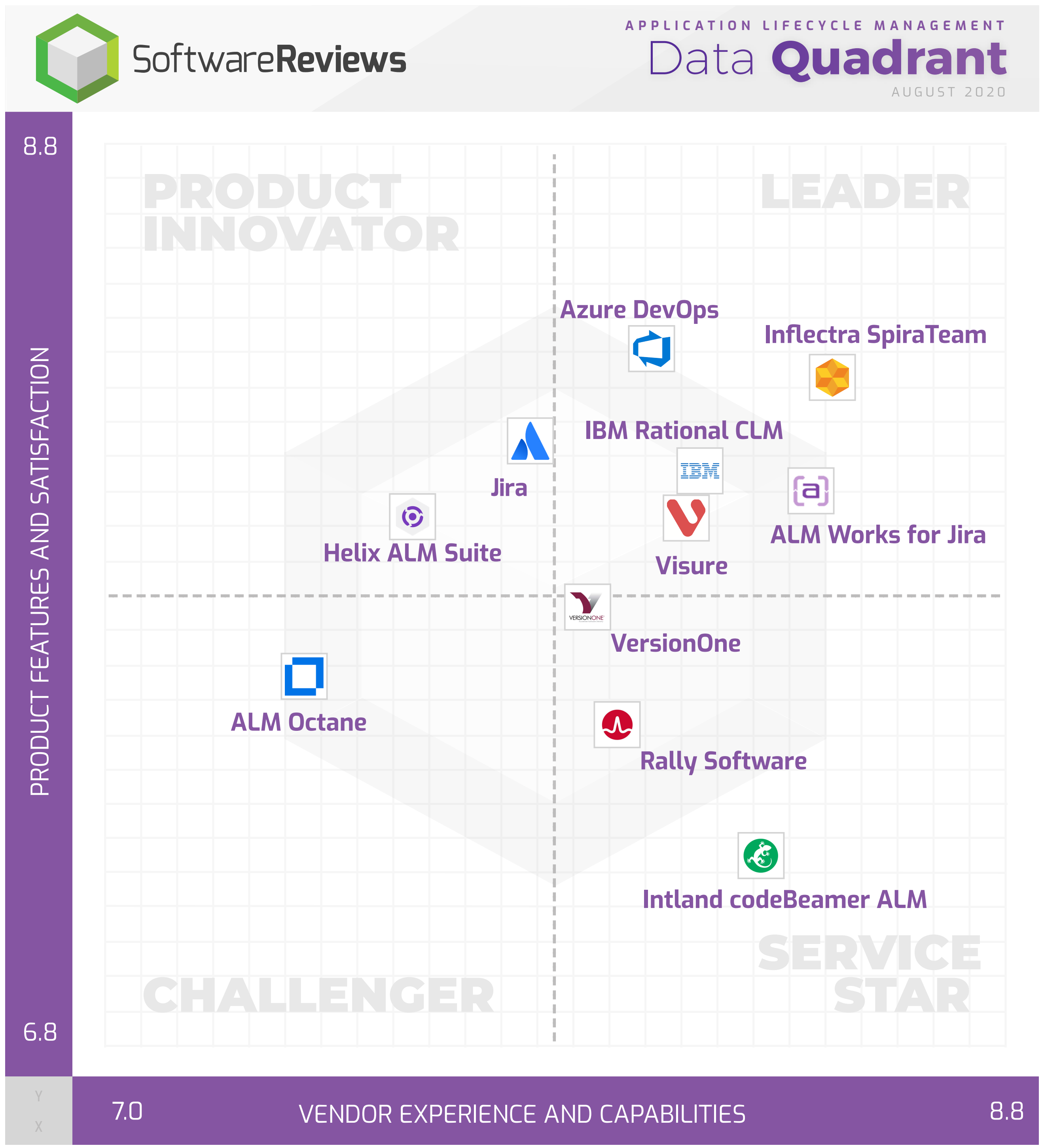
Application Lifecycle Management Software

Akana Lifecycle Manager for APIs	ALM Octane	ALM Works for Jira
Azure DevOps	Core ALM	Enalean Tuleap
Genuitec Pulse Private Label	Helix ALM Suite	IBM Rational Collaborative Lifecycle Management (CLM)
Inflectra SpiraTeam	Integrity	Intland codeBeamer ALM
iRise ALM	Jama	Jira
Kovair ALM Studio	Modern Requirements	NICE Workforce Management
Oracle PeopleTools Application Lifecycle Management	Orcanos ALM	Parasoft Development Testing Platform
Polarion ALM	Rally Software	Rocket Aldon ALM Software
SmarteSoft SmarteQM	Storyteller	TeamForge
TechExcel DevSuite	TopTeam Analyst	TrackPlus
VersionOne	VisionFlow	Visure

SOFTWARE REVIEWS Data Quadrant

INFO~TECH RESEARCH GROUP
SoftwareReviews

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.



APPLICATION LIFECYCLE MANAGEMENT

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

Category Overview

This page provides a high level summary of product performance within the Application Lifecycle Management category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	Inflectra SpiraTeam	8.4/10	+91	1% NEGATIVE 92% POSITIVE	79%	80%	87%	33
	ALM Works for Jira	8.2/10	+90	1% NEGATIVE 92% POSITIVE	79%	81%	80%	32
	Azure DevOps	8.2/10	+81	4% NEGATIVE 85% POSITIVE	80%	81%	86%	106
4	IBM Rational CLM	8.1/10	+85	4% NEGATIVE 88% POSITIVE	79%	78%	84%	37
5	Visure	8.1/10	+84	3% NEGATIVE 88% POSITIVE	79%	79%	81%	47
6	Jira	8.0/10	+79	5% NEGATIVE 84% POSITIVE	77%	79%	85%	119
7	VersionOne	7.8/10	+86	4% NEGATIVE 90% POSITIVE	72%	75%	80%	16
8	Helix ALM Suite	7.7/10	+75	5% NEGATIVE 78% POSITIVE	75%	80%	79%	29
9	Intland codeBeamer ALM	7.7/10	+91	1% NEGATIVE 92% POSITIVE	76%	75%	67%	18
10	Rally Software	7.7/10	+84	2% NEGATIVE 85% POSITIVE	76%	78%	71%	12
AVERAGE SCORES		7.9/10	+83	4% NEGATIVE 87% POSITIVE	77%	78%	79%	43

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RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	ALM Octane	7.4/10	+70	10% NEGATIVE / 80% POSITIVE	75%	79%	72%	21
AVERAGE SCORES		7.9/10	+83	4% NEGATIVE / 87% POSITIVE	77%	78%	79%	43
	VENDORS WITH INSUFFICIENT DATA							
--	Storyteller	7.9/10	+76	5% NEGATIVE / 84% POSITIVE	79%	74%	84%	8
--	TechExcel DevSuite	8.5/10	+87	1% NEGATIVE / 90% POSITIVE	83%	88%	83%	6

Vendor **Capability** Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Azure DevOps	80%	83%	81%	82%	80%	78%	78%	80%	81%	78%	80%	84%
IBM Rational Collaborative Lifecycle Management (CLM)	79%	81%	79%	81%	78%	77%	81%	80%	78%	78%	80%	76%
Inflectra SpiraTeam	79%	79%	79%	79%	78%	79%	84%	77%	77%	79%	77%	80%
Visure	79%	76%	79%	79%	77%	79%	85%	79%	75%	79%	81%	78%
ALM Works for Jira	79%	79%	80%	79%	77%	79%	80%	79%	75%	81%	79%	82%
Jira	77%	79%	78%	79%	75%	76%	75%	77%	78%	79%	72%	80%
Rally Software	76%	75%	73%	78%	84%	71%	70%	76%	84%	77%	69%	79%
Intland codeBeamer ALM	76%	72%	76%	74%	72%	76%	83%	74%	72%	74%	79%	82%
Helix ALM Suite	75%	73%	67%	76%	70%	75%	87%	72%	84%	76%	71%	78%
ALM Octane	75%	72%	76%	79%	76%	76%	67%	79%	73%	71%	76%	77%
CATEGORY AVERAGE	77%	77%	76%	79%	76%	76%	79%	76%	78%	77%	76%	79%

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VersionOne	72%	74%	73%	77%	68%	71%	75%	68%	74%	70%	71%	75%
CATEGORY AVERAGE	77%	77%	76%	79%	76%	76%	79%	76%	78%	77%	76%	79%

VENDORS WITH INSUFFICIENT DATA												
TechExcel DevSuite	83%	83%	83%	83%	83%	83%	73%	86%	91%	86%	83%	78%
Storyteller	79%	78%	70%	84%	79%	78%	92%	81%	76%	87%	72%	77%

PRODUCT SCORECARD

Inflectra SpiraTeam

Application Lifecycle Management

Improving and Accelerating Enterprise Software Evaluation and Selection

8121 Georgia Avenue, Suite 504
Silver Spring, MD
United States

(202) 558-6885

www.inflectra.com

https://www.linkedin.com/company/inflectra-corporation

50 Employees
Founded 2006

33
Reviews

Inflectra SpiraTeam

Product Scorecard Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS
33

spiraTeam®

Inflectra SpiraTeam

APPLICATION LIFECYCLE MANAGEMENT

Inflectra offers a complete ALM solution. Why only address part of the lifecycle? SpiraTeam has the entire process covered, from requirements, testing, tasks, code, builds and bug-tracking all integrated. Therefore, take control of your project's development and software testing.

50 Employees
www.inflectra.com

8121 Georgia Avenue, Suite 504
Silver Spring, MD
United States

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

GOLD MEDALIST
Software Reviews
2020

8.4/10 COMPOSITE SCORE

Likeliness to Recommend

Promoters	73%
Passives	17%
Detractors	10%

RANK OUT OF 11
1st

LIKELINESS TO RECOMMEND
87%

APPLICATION LIFECYCLE MANAGEMENT CATEGORY

Plan to Renew

Definitely	71%
Probably	26%
Probably Not	3%
Definitely Not	0%

RANK OUT OF 11
4th

PLAN TO RENEW
97%

APPLICATION LIFECYCLE MANAGEMENT CATEGORY

Satisfaction that Cost is Fair Relative to Value

Delighted	25%
Highly Satisfied	68%
Almost Satisfied	7%
Disappointed	0%

RANK OUT OF 11
3rd

SATISFACTION
79%

APPLICATION LIFECYCLE MANAGEMENT CATEGORY

Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Inflectra SpiraTeam's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following Inflectra SpiraTeam capabilities?

Breadth of Features

19% OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked **3rd** *of 11 in Application Lifecycle Management*

79% SATISFACTION

76% CATEGORY AVERAGE

Ease of IT Administration

17% OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked **6th** *of 11 in Application Lifecycle Management*

77% SATISFACTION

78% CATEGORY AVERAGE

Vendor Support

46% OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.



Ranked **3rd** *of 11 in Application Lifecycle Management*

84% SATISFACTION

79% CATEGORY AVERAGE

Ease of Implementation

29% OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked **4th** *of 11 in Application Lifecycle Management*

80% SATISFACTION

79% CATEGORY AVERAGE

Availability and Quality of Training

15% OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ranked **6th** *of 11 in Application Lifecycle Management*

77% SATISFACTION

76% CATEGORY AVERAGE

Business Value Created

21% OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.



Ranked **3rd** *of 11 in Application Lifecycle Management*

79% SATISFACTION

77% CATEGORY AVERAGE

Ease of Customization

33% OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked **4th** *of 11 in Application Lifecycle Management*

79% SATISFACTION

77% CATEGORY AVERAGE

Quality of Features

23% OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.



Ranked **7th** *of 11 in Application Lifecycle Management*

79% SATISFACTION

79% CATEGORY AVERAGE

Usability and Intuitiveness

31% OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Ranked **3rd** *of 11 in Application Lifecycle Management*

79% SATISFACTION

76% CATEGORY AVERAGE

Product Strategy and Rate of Improvement

17% OF CLIENTS ARE DELIGHTED

The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



Ranked **4th** *of 11 in Application Lifecycle Management*

78% SATISFACTION

76% CATEGORY AVERAGE

Ease of Data Integration

27% OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked **7th** *of 11 in Application Lifecycle Management*

77% SATISFACTION

76% CATEGORY AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Application Lifecycle Management market.

How satisfied are you with the following Inflectra SpiraTeam features and functionalities?

APPLICATION LIFECYCLE MANAGEMENT

MANDATORY FEATURES

Bug Tracking and Issue Management

38% OF CLIENTS ARE DELIGHTED

Supports the ability to create tests and acceptance criteria and assign, prioritize, track, and resolve tests,related bugs, and issues.

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **3rd** *of 11 in Application Lifecycle Management*

82% SATISFACTION

79% CATEGORY AVERAGE

ALM Integration

35% OF CLIENTS ARE DELIGHTED

Integrate artifacts across ALM phases (Portfolio & Project Mgmt, Requirements, Analysis, Design, Development Work Management, and Test) either internally or through an API

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **3rd** *of 11 in Application Lifecycle Management*

78% SATISFACTION

76% CATEGORY AVERAGE

Automation

30% OF CLIENTS ARE DELIGHTED

Manual activities such as traceability, test generation, artifact state changes, integrations, and artifact creation can be automated to streamline ALM work.

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **5th** *of 11 in Application Lifecycle Management*

79% SATISFACTION

77% CATEGORY AVERAGE

Visual Analysis Design

26% OF CLIENTS ARE DELIGHTED

Context diagrams, business process models, use cases, data flow diagrams, sequence diagrams, data models, UI mockups, and state diagrams can be created and managed in the tool

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **5th** *of 11 in Application Lifecycle Management*

78% SATISFACTION

78% CATEGORY AVERAGE

Workflow Management

20% OF CLIENTS ARE DELIGHTED

Custom workflows can be created, managed, and monitored for artifacts, processes and practices to govern and streamline ALM work.

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **11th** *of 11 in Application Lifecycle Management*

79% SATISFACTION

82% CATEGORY AVERAGE

SECONDARY FEATURES

Managed Artifact Repository

25% OF CLIENTS ARE DELIGHTED

Artifacts are stored in a version controlled repository that supports check out, update, check-in, and collaboration across multiple artifact types and workspaces

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **2nd** *of 11 in Application Lifecycle Management*

81% SATISFACTION

77% CATEGORY AVERAGE

Artifact Management

12% OF CLIENTS ARE DELIGHTED

ALM artifacts can be readily created, reused, moved, and managed through baselines, reviews, approvals, releases, and audits for projects and products.

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **5th** *of 11 in Application Lifecycle Management*

76% SATISFACTION

76% CATEGORY AVERAGE

Traceability

22% OF CLIENTS ARE DELIGHTED

ALM artifacts can be traced from ideation to requirements, design, develop, test, and implementation including the ability to readily identify gaps and the impact of changes to artifacts at any level

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **6th** *of 11 in Application Lifecycle Management*

78% SATISFACTION

78% CATEGORY AVERAGE

Resource Planning

14% OF CLIENTS ARE DELIGHTED

Assigning resources to activities and estimates to manage workloads, support project management, and ensure completion of work related to ALM artifacts, including dashboards to manage multiple teams

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **8th** *of 11 in Application Lifecycle Management*

74% SATISFACTION

77% CATEGORY AVERAGE

Analytics and Reporting

18% OF CLIENTS ARE DELIGHTED

Includes historical & real-time dashboard visualizations, detailed & summary reporting, sales forecasting & easy data extraction for data analysis.

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **9th** *of 11 in Application Lifecycle Management*

75% SATISFACTION

78% CATEGORY AVERAGE

Agile Work Management

14% OF CLIENTS ARE DELIGHTED

Multiple backlogs, backlog grooming, sprint planning, prioritization, and estimation, and a multi-level agile artifact hierarchy (e.g. Epic, Capability, Feature, User Stories, Activity, Issues)

DEGREE OF SATISFACTION: Delights / Highly Satisfies / Almost Satisfies / Disappoints

Ranked **10th** *of 11 in Application Lifecycle Management*

75% SATISFACTION

79% CATEGORY AVERAGE

INFLECTRA SPIRATEAM

Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

Weak — Strong

NEGATIVE — NEUTRAL — POSITIVE

WORD COLOUR is driven by the number of reviews that share the sentiment.

FRIENDLY NEGOTIATION
INTEGRITY
EFFICIENT
HELPS INNOVATE
TRUSTWORTHY
RELIABLE
SECURITY PROTECTS
GENEROSITY
INSPIRING
SAVES TIME
CRITICAL
OVER DELIVERED
TRANSPARENT
EFFECTIVE
FAIR
ALTRUISTIC
LOVE
RESPECTFUL
CARING
INCLUDES PRODUCT ENHANCEMENTS
ENABLES PRODUCTIVITY
CONTINUALLY IMPROVING



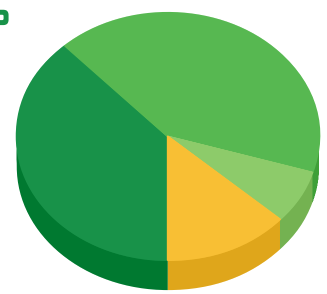
INFLECTRA SPIRATEAM Emotional Footprint

Importance to Professional Success

How important is Inflectra SpiraTeam to your current professional success?

CRITICAL

87%

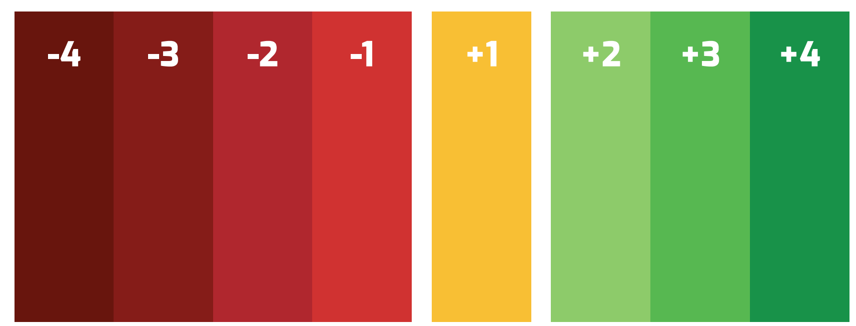


0%

IRRELEVANT

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



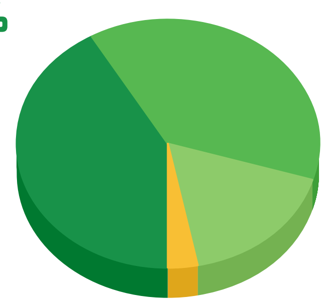
% POSITIVE - % NEGATIVE = NET EMOTIONAL FOOTPRINT

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to Inflectra SpiraTeam

LOVE

97%



0%

HATE

NET EMOTIONAL FOOTPRINT

INFLECTRA SPIRATEAM

+91

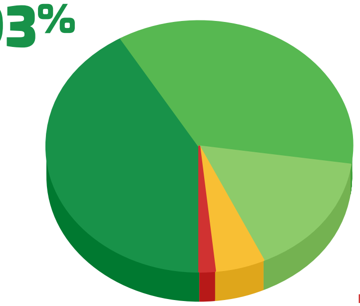
Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across Inflectra SpiraTeam's Strategy and Innovation

HELPS INNOVATE

93%

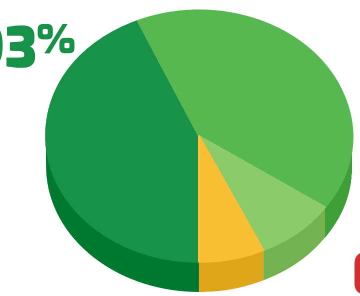


2%

ROADBLOCK TO INNOVATION

INCLUDES PRODUCT ENHANCEMENTS

93%

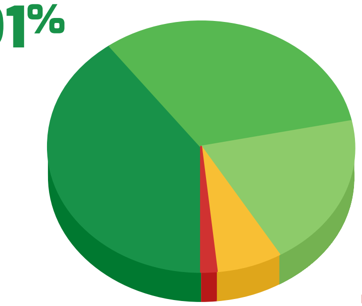


0%

CHARGES FOR PRODUCT ENHANCEMENTS

INSPIRING

91%

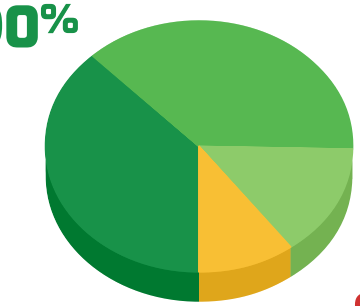


2%

DESPISED

APPRECIATES INCUMBENT STATUS

90%

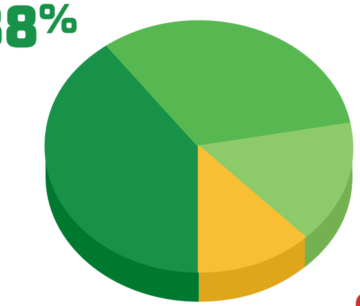


0%

LEVERAGES INCUMBENT STATUS

CONTINUALLY IMPROVING

88%



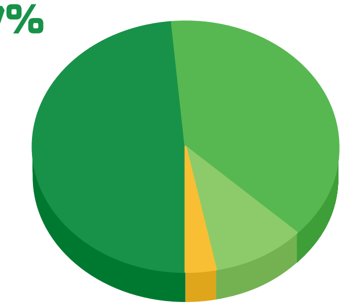
0%

STAGNANT

Service Experience

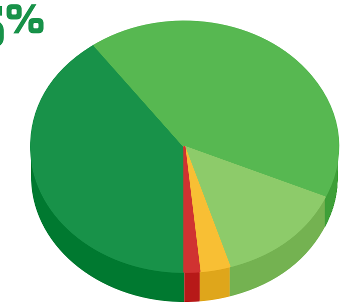
As a customer, please share your feelings across Inflectra SpiraTeam Service Experience

RESPECTFUL **97%**



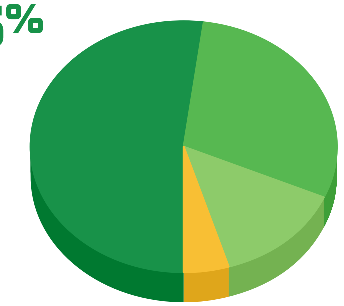
0% DISRESPECTFUL

CARING **95%**



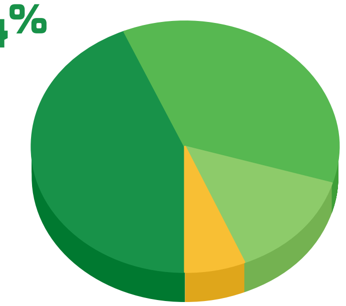
2% NEGLECTFUL

SAVES TIME **95%**



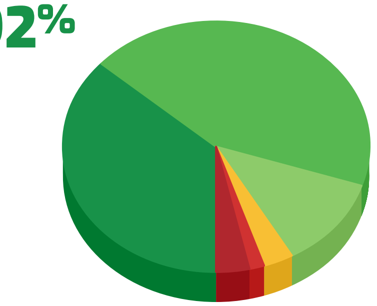
0% WASTES TIME

EFFECTIVE **94%**



0% FRUSTRATING

EFFICIENT **92%**

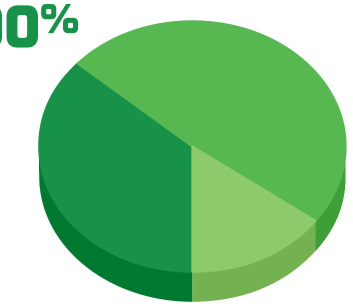


5% BUREAUCRATIC

Product Experience

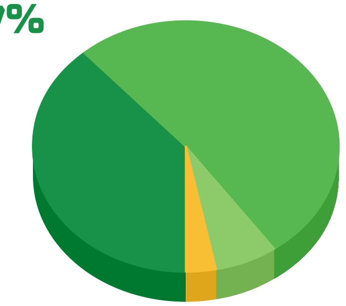
As a customer, please share your feelings across Inflectra SpiraTeam's Product Impact

PERFORMANCE ENHANCING **100%**



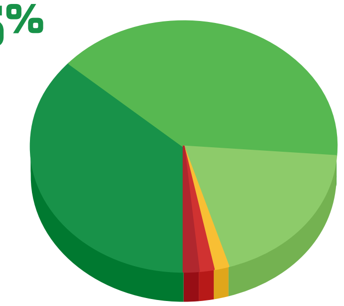
0% PERFORMANCE RESTRICTING

ENABLES PRODUCTIVITY **97%**



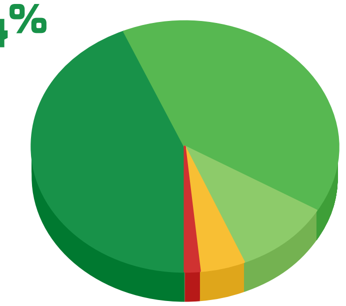
0% RESTRICTS PRODUCTIVITY

UNIQUE FEATURES **95%**



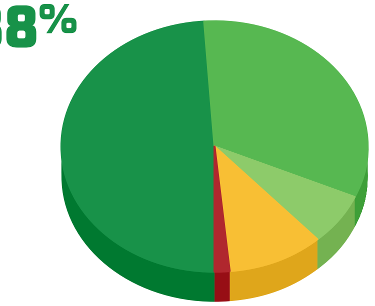
3% COMMODITY FEATURES

RELIABLE **94%**



2% UNRELIABLE

SECURITY PROTECTS **88%**

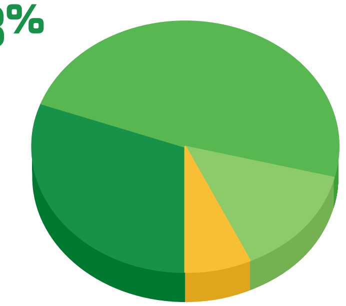


2% SECURITY FRUSTRATES

Negotiation and Contract Experience

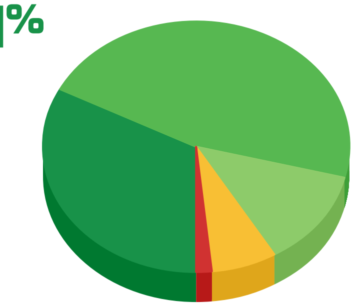
As a customer, please share your feelings across Inflectra SpiraTeam's Negotiation and Contract

CLIENT'S INTEREST FIRST **93%**



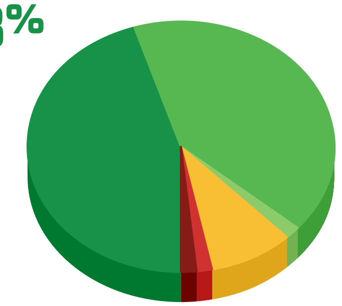
0% VENDOR'S INTEREST FIRST

FRIENDLY NEGOTIATION **91%**



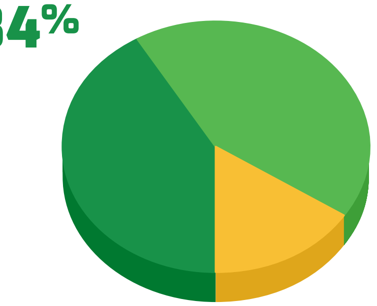
2% HARDBALL TACTICS

TRANSPARENT **88%**



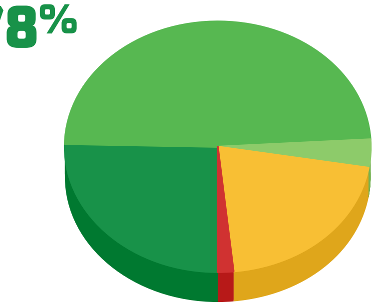
3% DECEPTIVE

GENEROSITY **84%**



0% GREED

OVER DELIVERED **78%**

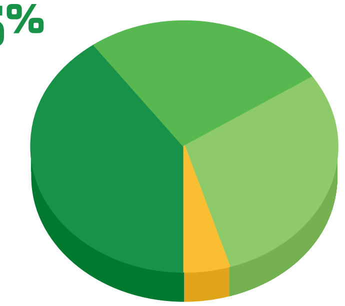


2% OVER PROMISED

Problem Resolution Experience

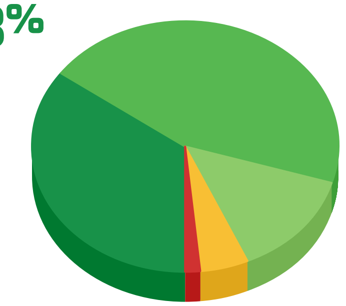
As a customer, please share your feelings across Inflectra SpiraTeam's Product Impact

TRUSTWORTHY **95%**



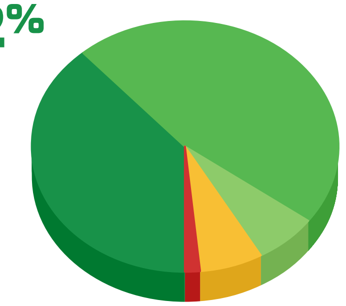
0% BIG FAT LIARS

CLIENT FRIENDLY POLICIES **93%**



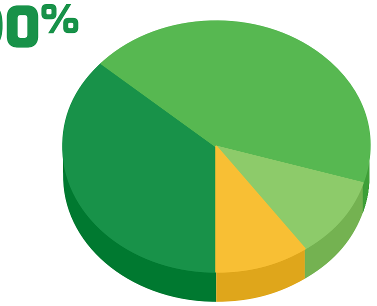
2% VENDOR FRIENDLY POLICIES

FAIR **92%**



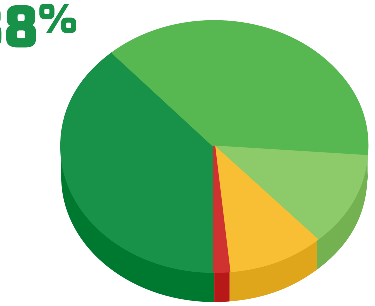
2% UNFAIR

INTEGRITY **90%**



0% LACK OF INTEGRITY

ALTRUISTIC **88%**



2% SELFISH

Relationships and Interaction

When interacting with Inflectra SpiraTeam your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with Inflectra SpiraTeam, please summarize what you experienced

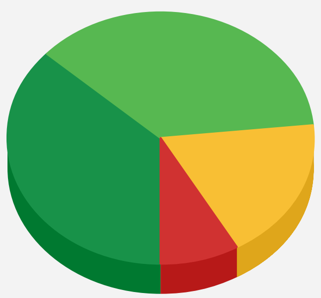
93% POSITIVE SENTIMENTS

1% NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT +92

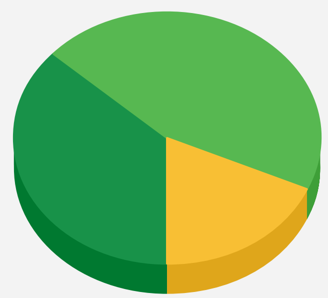
Sales Team

FRIENDLY / CARING **73%**



8% INDIFFERENT / UNPLEASANT

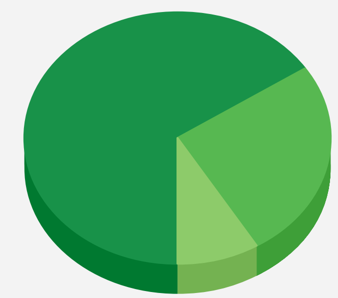
EFFECTIVE / KNOWLEDGEABLE **82%**



0% INEFFECTIVE / UNHELPFUL

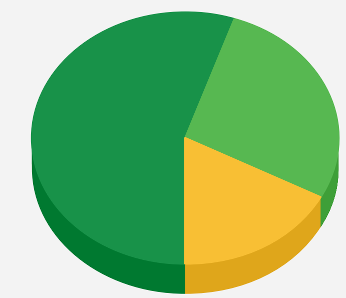
Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE **100%**



0% INEFFECTIVE / UNHELPFUL

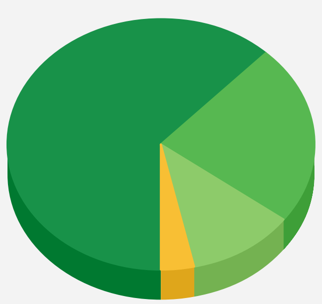
FRIENDLY / CARING **83%**



0% INDIFFERENT / UNPLEASANT

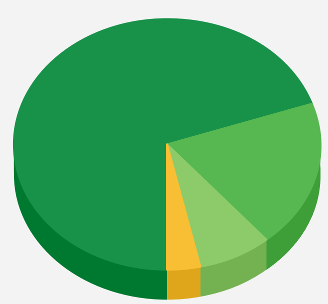
Client Service Team

EFFECTIVE / KNOWLEDGEABLE **97%**



0% INEFFECTIVE / UNHELPFUL

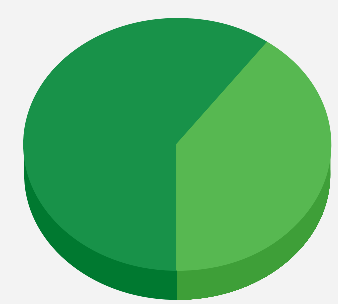
FRIENDLY / CARING **97%**



0% INDIFFERENT / UNPLEASANT

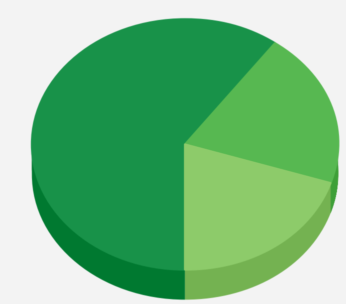
Leadership Team

EFFECTIVE / KNOWLEDGEABLE **100%**



0% INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING **100%**



0% INDIFFERENT / UNPLEASANT

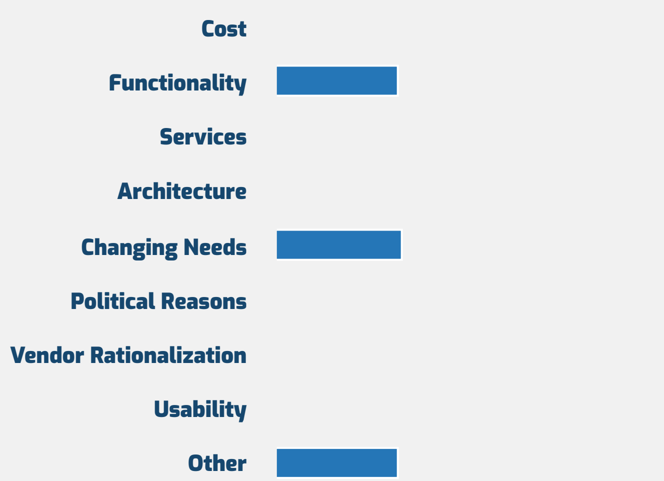
Joining **Inflectra SpiraTeam**

See why clients left which previous vendors for Inflectra SpiraTeam and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

3 PEOPLE HAVE LEFT

Jira Software

PRIMARY REASON FOR LEAVING

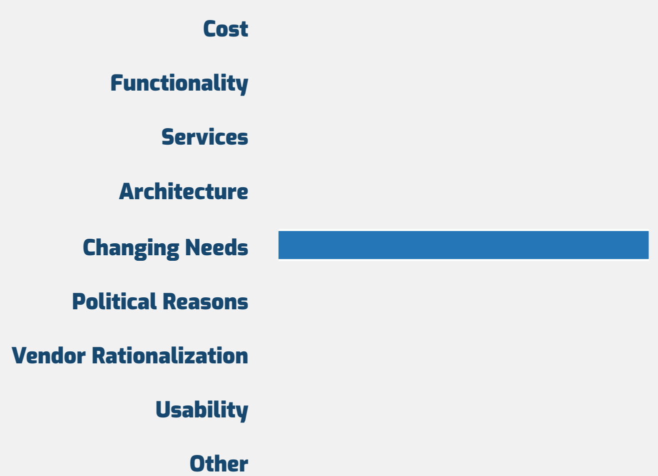


43% MORE SATISFIED WITH

1 PERSON HAS LEFT

Azure DevOps

PRIMARY REASON FOR LEAVING



40% MORE SATISFIED WITH

1 PERSON HAS LEFT

MICRO FOCUS

PRIMARY REASON FOR LEAVING



0% MORE SATISFIED WITH

spiraTeam®

5 people are **33% more** satisfied with **Inflectra SpiraTeam** over their previous vendor on average

What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.

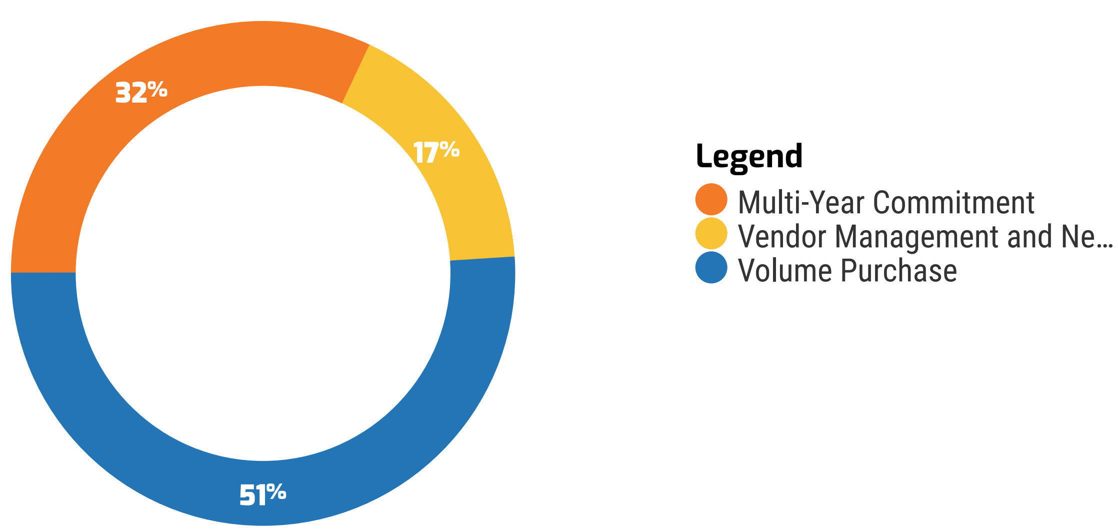
Have you been able to negotiate a discount or price reduction?

50% OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Primary Reason For Discount

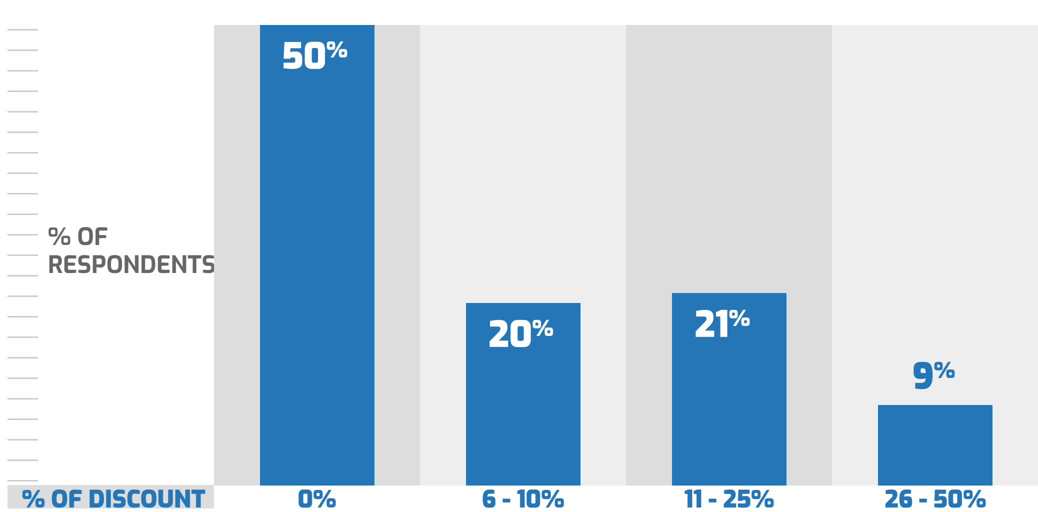
Reasons for discounts vary. Analyze the most popular types of discounts provided from Inflectra SpiraTeam.

Please select the primary reason for the discount or price reduction.



Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?



What are Clients of Inflectra SpiraTeam Planning to Spend Next Year?

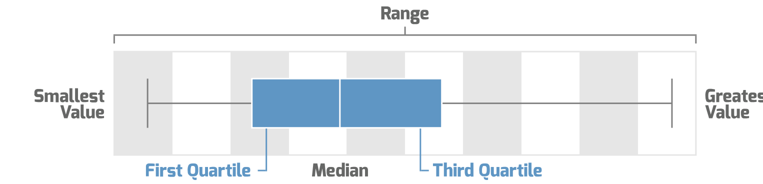
Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

	BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE	↑ 20%	↑ 1%	↑ 8%
# OF LICENSES	↑ 21%	↑ 12%	↑ 10%
ADD-ON COSTS	↑ 16%	↑ 3%	↑ 12%

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with Inflectra SpiraTeam, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.



IMPLEMENTATION TYPE % of respondents		IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
Minimal Implementation Required	34%	91%	5.0	2.5 5 7.5 10 12.5 15 17.5 20 22.5 25	$11,338	6k 12k 18k 24k 30k 36k 42k 48k 54k
With the Vendor	41%	79%	2.3	1.2 1.8 2.4 3 3.6 4.2 4.8 5.4 6 6.6	$2,015	1k 1.5k 2k 2.5k 3k 3.5k 4k 4.5k 5k 5.5k
With a Third Party	4%	75%	12.0	13 14 15 16 17 18 19 20 21 22	--	
Independent Implementation	21%	65%	2.6	1.2 1.6 2 2.4 2.8 3.2 3.6 4 4.4 4.8	--	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

18%

of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend

76%

Organizations Experience a **+20%** Change in Likeliness to Recommend When They Spend an Average of

$350 ON TRAINING

Average Likeliness to Recommend

96%

Organizations Experience a **+3%** Change in Likeliness to Recommend When They Spend an Average of

$980 ON TRAINING

Average Likeliness to Recommend

79%

Staffing and Ownership

Be prepared. Ensure you staff the maintenance of Inflectra SpiraTeam correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

NUMBER OF IT SUPPORT STAFF REQUIRED	
11+ STAFF	0%
6-10 STAFF	9%
4-5 STAFF	5%
3 STAFF	18%
2 STAFF	36%
1 STAFF	27%
0 STAFF	5%

	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
WITH ~2 MORE STAFF	↓ 13%	↓ 12%	↓ 2%
WITH ~2 STAFF	97%	87%	87%
WITH ~1 LESS STAFF	↓ 14%	↓ 10%	↓ 8%

NUMBER OF DEVELOPERS REQUIRED	
11+ STAFF	0%
6-10 STAFF	4%
4-5 STAFF	5%
3 STAFF	22%
2 STAFF	37%
1 STAFF	18%
0 STAFF	9%

	LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
WITH ~1 MORE STAFF	↑ 1%	↑ 4%	↑ 4%
WITH ~2 STAFF	93%	79%	81%
WITH ~1 LESS STAFF	↓ 16%	↓ 2%	↑ 3%

Staff Salaries

SALARY	SUPPORT	
$100K +	0%	
$76 - $100K	33%	$90K
$51 - $75K	34%	$66K
$31 - $50K	33%	$40K
<= $30K	0%	

SALARY	DEVELOPERS	
$100K +	0%	
$76 - $100K	33%	$90K
$51 - $75K	34%	$66K
$31 - $50K	33%	$50K
<= $30K	0%	

Established Clear Ownership

IT OWNER ONLY 19%

NO OWNER 19%



BUSINESS AND IT OWNER 50%

BUSINESS OWNER ONLY 12%

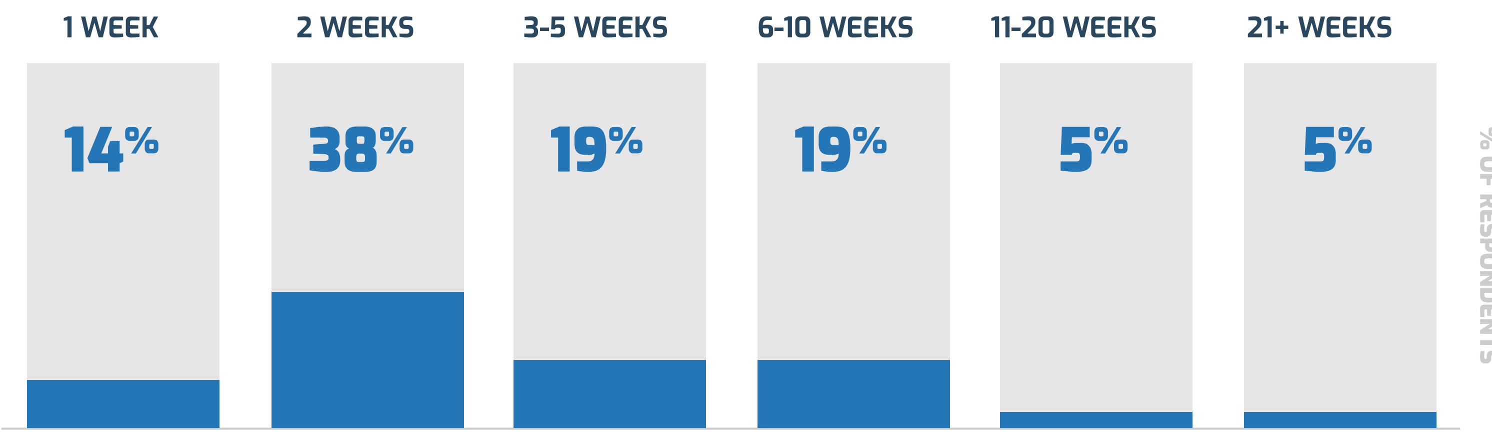
Ownership Satisfaction

BUSINESS AND IT OWNER	87%
BUSINESS OWNER ONLY	96%
NO OWNER	93%
IT OWNER ONLY	87%

How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.

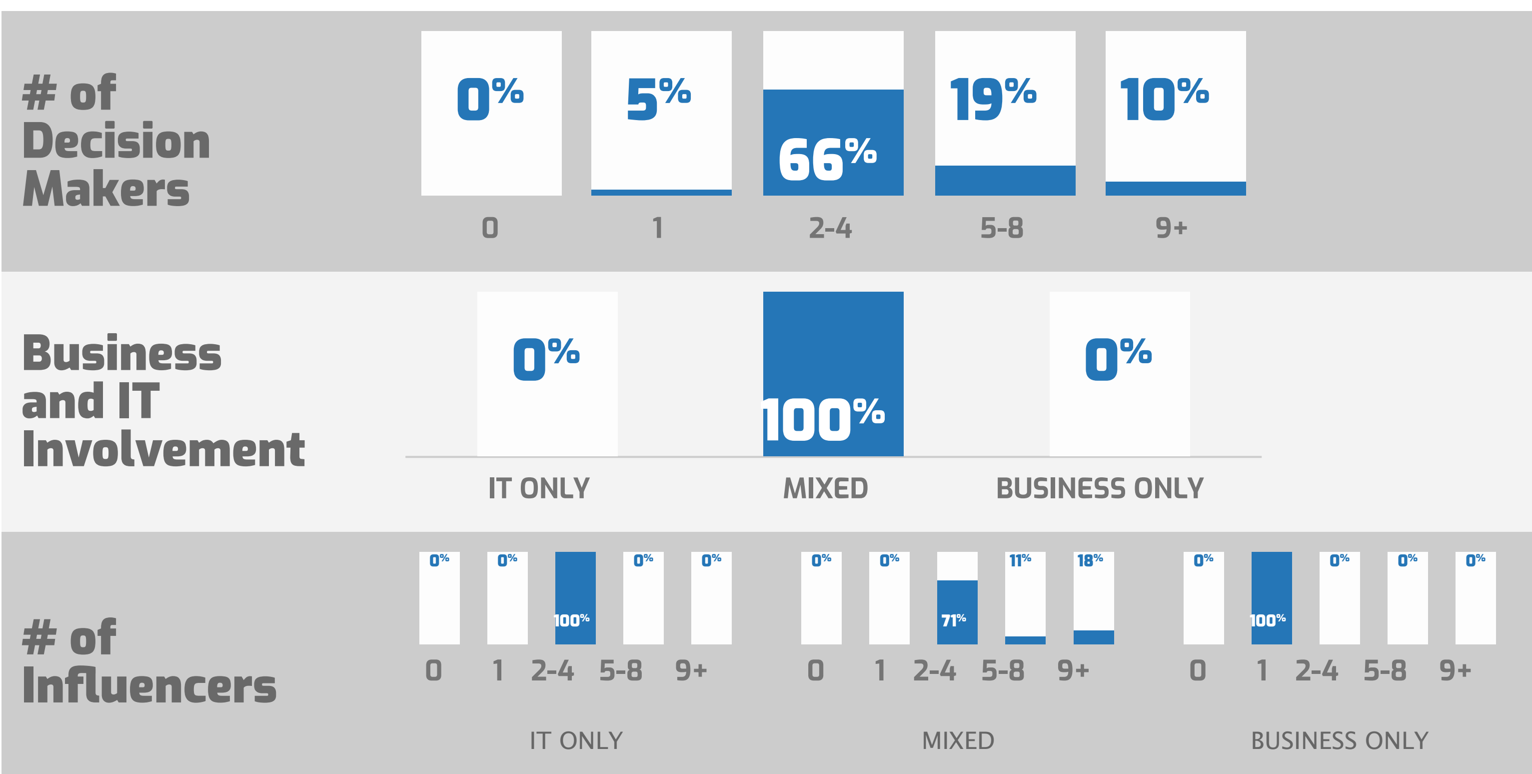
How much time and effort (in weeks) was spent making your selection decision?



Who Made the Selection

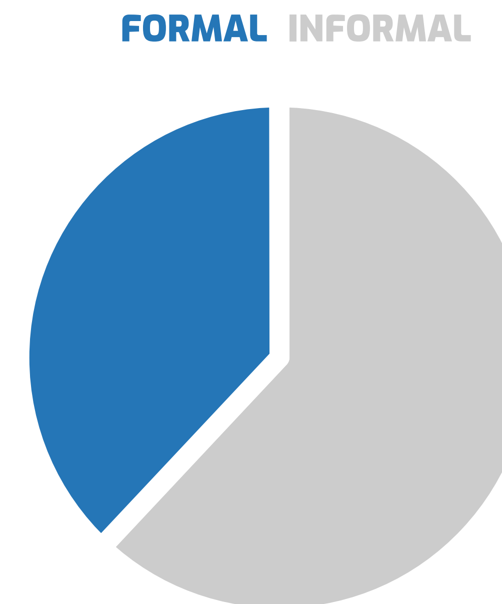
Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?



Selection Methodology

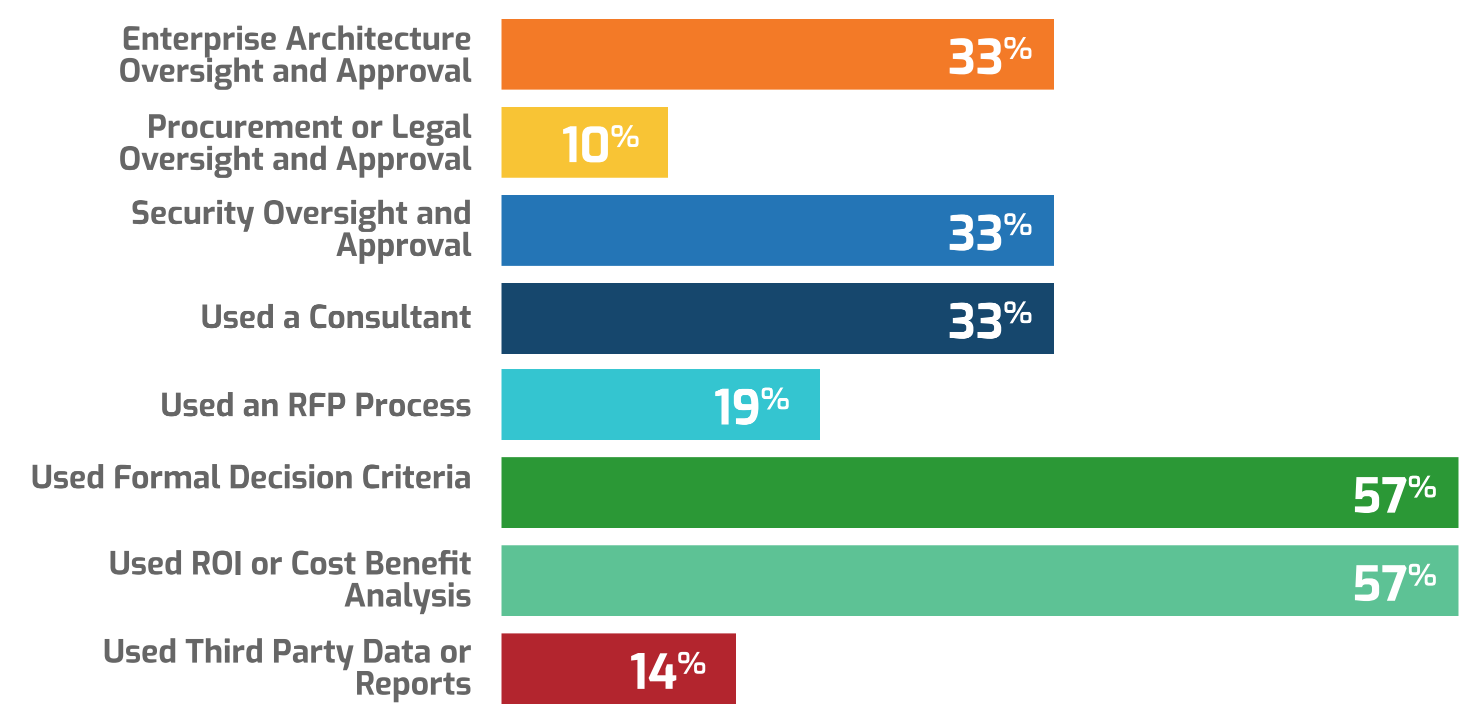
Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.



Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for Inflectra SpiraTeam. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.



How Effective is the Selection Process

86% EFFECTIVE

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Inflectra SpiraTeam fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

	SMALL	MEDIUM	LARGE (BEST FIT)
NET PROMOTER	+59 NET PROMOTER SCORE	+69 NET PROMOTER SCORE	+82 NET PROMOTER SCORE
Promoters	70%	79%	82%
Passives	19%	11%	18%
Detractors	11%	10%	0%
CAPABILITY SATISFACTION			
Delighted	25%	26%	27%
Highly Satisfied	67%	60%	73%
Almost Satisfied	7%	14%	0%
Disappointed	1%	0%	0%
FEATURE SATISFACTION			
Delighted	26%	16%	27%
Highly Satisfied	65%	70%	69%
Almost Satisfied	8%	14%	4%
Disappointed	1%	0%	0%
IMPLEMENTATION SATISFACTION			
Delighted	31%	34%	0%
Highly Satisfied	57%	55%	100%
Almost Satisfied	12%	11%	0%
Disappointed	0%	0%	0%
COST SATISFACTION			
Delighted	22%	24%	50%
Highly Satisfied	69%	71%	50%
Almost Satisfied	9%	5%	0%
Disappointed	0%	0%	0%
ORG FIT	1: COST 2: PREVIOUSLY INSTALLED PRODUCT OR VENDOR 3: SIZE AND MARKET SHARE OF VENDOR	1: COST 2: MANAGING RISK AND POTENTIAL FAILURE 3: ARCHITECTURAL PLATFORM FIT	1: COST 2: ARCHITECTURAL PLATFORM FIT 3: EXISTING PERSONAL RELATIONSHIP
IMPORTANCE	CAP 40%, COST 4%, FEAT 34%, ORG 22%	CAP 41%, COST 4%, FEAT 34%, ORG 21%	CAP 39%, COST 4%, FEAT 22%, ORG 35%
PLAN TO RENEW	94%	100%	100%

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Inflectra SpiraTeam?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	19%	76%	76%	75%	100%
2	12%	96%	86%	76%	100%
3	7%	93%	82%	80%	100%
4	43%	86%	77%	79%	100%
5	11%	100%	82%	80%	100%
6-10	4%	89%	100%	98%	100%
11+	4%	100%	82%	68%	--
AVERAGE		87%	79%	78%	97%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT LEADER OR MANAGER	52%	87%	80%	79%	100%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	39%	92%	78%	73%	91%
INITIAL IMPLEMENTATION	39%	89%	76%	75%	100%
BUSINESS LEADER OR MANAGER	39%	91%	79%	80%	100%
VENDOR SELECTION AND PURCHASING	37%	90%	80%	81%	100%
END USER OF APPLICATION	25%	83%	76%	73%	100%
VENDOR MANAGEMENT AND RENEWAL	24%	90%	79%	80%	100%
AVERAGE		87%	79%	78%	97%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	58%	85%	77%	75%	100%
C-LEVEL	12%	97%	84%	80%	75%
FINANCE	9%	86%	79%	84%	100%
OPERATIONS	9%	96%	80%	81%	100%
INDUSTRY SPECIFIC ROLE	6%	79%	88%	93%	100%
HUMAN RESOURCES	3%	33%	68%	66%	100%
SALES AND MARKETING	3%	100%	82%	80%	100%
VENDOR MANAGEMENT	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
CONSULTANT	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		87%	79%	78%	97%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	61%	93%	80%	79%	100%
WEEKLY	21%	70%	76%	75%	100%
OCCASIONALLY	9%	56%	73%	74%	100%
PREVIOUSLY USED	6%	93%	85%	74%	31%
RARELY OR NEVER	3%	56%	73%	93%	45%
AVERAGE		87%	79%	78%	97%